

Moseley Medical Centre

Inspection report

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Moseley
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection of Moseley Medical Centre on 23 July 2019.

The practice was last inspected in December 2018 and received a rating of Requires Improvement overall. We carried out a further follow up inspection on 23 July 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified on our previous inspection in December 2018.

The full comprehensive report and previous inspection reports can be found by selecting the 'all reports' link for Moseley Medical Centre on our website at www.cqc.org.uk.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

Following this inspection we have rated this practice as Good overall, however the practice was rated as Requires Improvement for providing well-led services. We also rated the practice as Requires Improvement for providing effective care to working age people.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. The practice's systems to keep people safe and safeguarded from abuse had been strengthened and staff we spoke with demonstrating good understanding of safeguarding principles.
- We noted a theme in positive feedback from staff during our inspection however feedback from patients was mixed. Results from the recently published national GP patient survey highlighted that patient satisfaction had declined in areas.
- Recruitment checks were carried out in accordance with regulations (including for agency staff and locums).
- We noted marked improvement in medicines management systems and practices. Systems for

monitoring patients on high risk medicines had improved and performance for prescribing across certain areas such as for antibiotics was consistently positive.

- In some areas however we noted room for continued improvement, this was reflected in childhood immunisation uptake specifically for measles, mumps and rubella (MMR) and across various areas of cancer screening which were below average despite practice efforts to improve.
- Leaders demonstrated that they understood the challenges to quality, there was evidence of formal business and succession planning in place.
- The practice could not demonstrate that they had acted on appropriate and accurate information in all areas, whilst most records we observed were written in line with current guidance we identified two cases containing gaps in record keeping. During our inspection we found that some identifiable information was not stored in a secure manner. Although this was immediately rectified, our findings highlighted a need for the practice to strengthen their confidentiality practices.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

The areas where the provider **should** make improvements are:

- Ensure that record keeping is accurate, complete, stored and handled in a secure manner.
- Continue with efforts to improve uptake of childhood immunisations and cancer screening overall.
- Continue to explore further ways to improve patient satisfaction in response to feedback and below average satisfaction results.
- Explore further ways to identify and capture carers to ensure their care and support needs are met.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a nurse specialist advisor and a CQC inspection manager.

Background to Moseley Medical Centre

Moseley Medical Centre is situated in a converted residential property in the Moseley area of Birmingham. Public Health England data ranks the levels of deprivation in the area as two out of 10, with 10 being the least and one being the most deprived. Moseley Medical Centre provides services to approximately 3,200 patients.

The service is registered to provide the regulated activities of Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures, Family planning and the Treatment of disease, disorder or injury.

The practice is led by a male GP partner (also the Registered Manager) and a female GP partner. The clinical team includes a male and a female long-term sessional locum GP, two practice nurses (also employed on a long-term locum sessional basis) and a healthcare assistant (all female), as well as a practice employed pharmacist (male).

The practice is supported by a practice manager and team of administrative staff who cover reception, administrative and secretarial duties.

The practice is open for appointments from 8am to 7.30pm on Mondays and Tuesdays and then from 8.30am to 6.30pm Wednesdays to Fridays. Appointments are available 9am to 12pm Monday to Friday and then from 5pm to 6.30pm, with the exception of Mondays and Tuesdays when extended hours operate. There is a GP on call for emergency appointments between 8am and 9am and during the afternoon between 12pm and 5pm.

The practice is also a member of My Healthcare Hub and is able to offer evening and weekend appointments across six local practice-Hub sites. In addition, the practice offers patients telephone consultations with either a GP or pharmacist based in MyHealthcare's Virtual Hub at West Heath Medical Centre.

Patients are diverted to the GP out of hours service provided by the Badger out of hours service when appointments are closed. Patients can also access advice through the NHS 111 service.